

DMH Satisfaction Survey Results

Consumer Satisfaction - 2001

Alcohol and Drug Abuse Services

Agency: Pathways Community Behavioral Healthcare

Data: Total Rolla Facility

Demographics: Total Agency

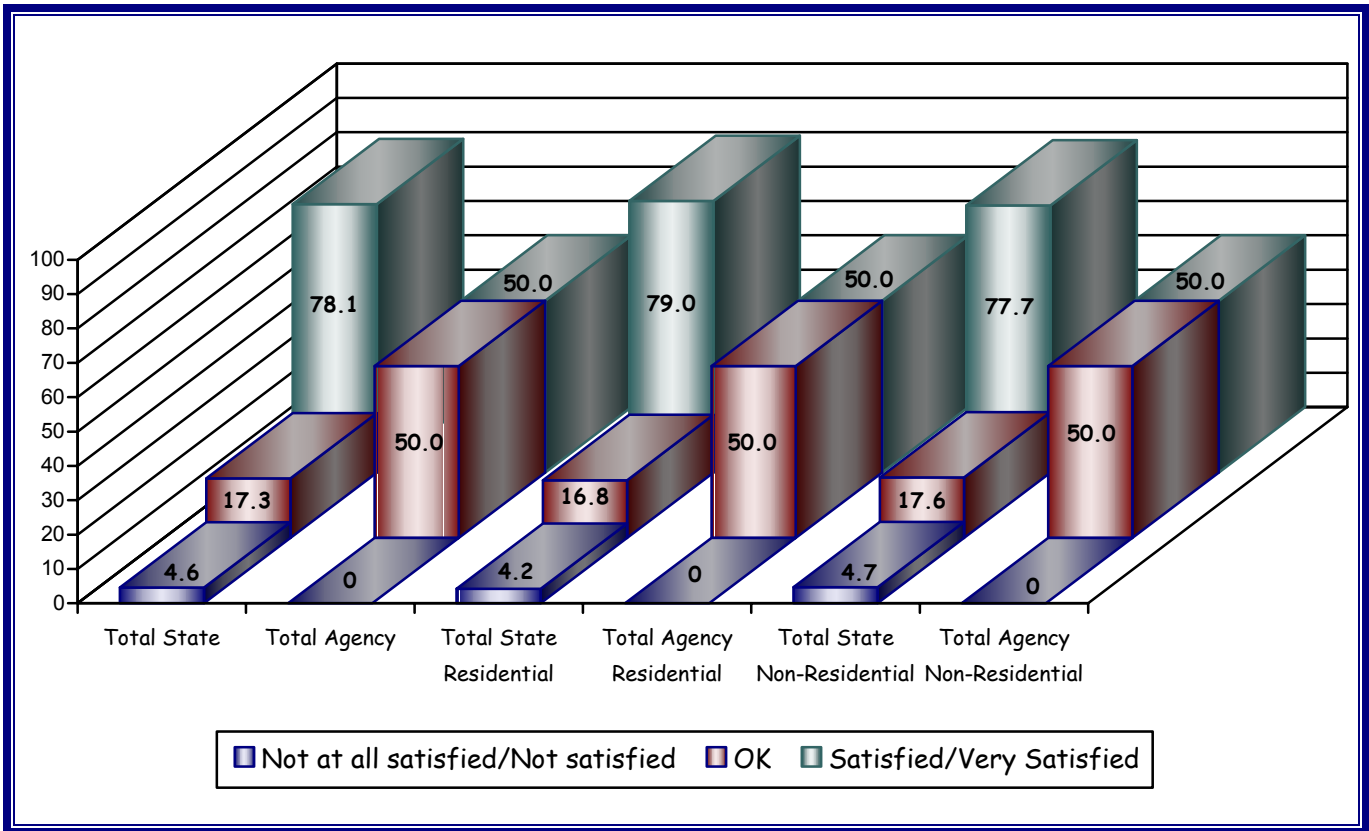
		Total Served	Total Survey Returns			
		State	Total State Total Consumers	Total Agency Total Consumers	Total Agency Residential Consumers	Total Agency Non-Residential Consumers
SEX	Male	65.5%	58.7%	42.9%	20.0%	100.0%
	Female	34.5%	41.3%	57.1%	80.0%	0%
RACE	White	68.7%	66.9%	100.0%	100.0%	100.0%
	Black	29.2%	28.0%	0%	0%	0%
	Hispanic	0.6%	1.3%	0%	0%	0%
	Native American	0.5%	1.4%	0%	0%	0%
	Pacific Islander	0.1%	0.1%	0%	0%	0%
	*Other	0.6%	2.3%	0%	0%	0%
MEAN AGE			32.39	15.14	14.80	16.00
	0-17	9.5%	13.9%	100.0%	100.0%	100.0%
	18-49	84.1%	79.5%	0%	0%	0%
	50+	6.4%	6.6%	0%	0%	0%
*"Biracial" and "Oriental" are included in the "Other" category.						

Services for the Deaf or Hard of Hearing: Total Agency

The following represents the percentage of affirmative responses for each item.

	Overall Totals		Total Residential		Total Non-Residential	
	State	Agency	State	Agency	State	Agency
Are you deaf or hard of hearing?	5.9%	0%	6.7%	0%	5.6%	0%
If yes, do you use sign language?	6.7%	0%	5.4%	0%	7.3%	0%
If you use sign language, did this agency use sign language without the help of an interpreter?	63.6%	0%	66.7%	0%	62.5%	0%
If you use sign language and the staff did not sign to you, was an interpreter provided?	50.0%	0%	66.7%	0%	42.9%	0%

Overall Satisfaction with Services: Total Agency



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Statewide, 78.1% of the consumers of ADA services who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The percent of individuals who rated services as "satisfied" or "very satisfied" was lower than the state average (50.0% for this agency versus 78.1% for the state).
- This agency's Residential program was rated lower (50.0% of the consumers reporting "satisfied" or "very satisfied") than the statewide rating (79.0%).
- This agency's Non-Residential program was rated lower (50.0% of the consumers reporting "satisfied" or "very satisfied") than the statewide rating (77.7%).

Satisfaction with Services: Total Agency

How satisfied are you . . .	Total State Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Agency	State	Agency	State	Agency
with the staff who serve you?	4.22 (2965)	3.63 (8)	4.21 (886)	3.50 (6)	4.22 (2079)	4.00 (2)
with how much your staff know about how to get things done?	4.07 (2961)	3.63 (8)	4.07 (890)	3.50 (6)	4.07 (2071)	4.00 (2)
with how staff keep things about you and your life confidential?	4.27 (2960)	3.50 (8)	4.31 (885)	3.33 (6)	4.25 (2075)	4.00 (2)
that your treatment plan has what you want in it?	4.11 (2933)	3.63 (8)	4.17 (870)	3.67 (6)	4.09 (2063)	3.50 (2)
that your treatment plan is being followed by those who assist you?	4.15 (2924)	3.88 (8)	4.19 (863)	3.83 (6)	4.13 (2061)	4.00 (2)
that the agency staff respect your ethnic and cultural background?	4.30 (2907)	3.75 (8)	4.33 (872)	3.67 (6)	4.29 (2035)	4.00 (2)
with the services that you receive?	4.19 (2955)	3.88 (8)	4.20 (883)	3.83 (6)	4.19 (2072)	4.00 (2)
Non-Residential Facilities Only:						
that services are provided in a timely manner?	4.03 (2079)	4.00 (2)	-	-	4.03 (2079)	4.00 (2)
Residential Facilities Only:						
that the staff treats you with respect, courtesy, caring and kindness?	4.10 (887)	3.50 (6)	4.10 (887)	3.50 (6)	-	-
that the environment is clean and comfortable?	4.19 (885)	3.83 (6)	4.19 (885)	3.83 (6)	-	-
with opportunities for exercise and relaxation?	3.64 (883)	3.17 (6)	3.64 (883)	3.17 (6)	-	-
that the meals are good, nutritious and in sufficient amounts?	3.93 (877)	3.67 (6)	3.93 (877)	3.67 (6)	-	-
with the childcare provided by the agency?	3.91 (79)	- (0)	3.91 (79)	- (0)	-	-
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item						

Some of the key findings were:

- Statewide, the people served by the Division of Alcohol and Drug Abuse Programs reported that they were satisfied with the services they received. For this agency the mean scores ranged from 3.17 to 4.00 (1=not satisfied...5=very satisfied).
- The ratings of the Residential Program for this agency ranged from 3.17 to 3.83. The people were most satisfied with how the staff followed the treatment plan, the services received, the environment being clean and comfortable. They were least satisfied with their opportunities for exercise and relaxation.
- The ratings of the Non-Residential Program for this agency ranged from 3.50 to 4.00. The people were satisfied with all items (mean ratings of 4.00) other than the content of the treatment plan which scored a mean rating of 3.50.

Satisfaction with Quality of Life: Total Agency

	Total State Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Agency	State	Agency	State	Agency
How satisfied are you . . .						
with how you spend your day?	3.70 (2948)	2.75 (8)	3.65 (883)	2.50 (6)	3.73 (2065)	3.50 (2)
with where you live?	3.74 (2928)	3.63 (8)	3.76 (878)	3.17 (6)	3.73 (2050)	5.00 (2)
with the amount of choices you have in your life?	3.65 (2952)	3.38 (8)	3.75 (880)	3.00 (6)	3.61 (2072)	4.50 (2)
with the opportunities/ chances you have to make friends?	3.85 (2943)	3.88 (8)	3.96 (880)	3.50 (6)	3.80 (2063)	5.00 (2)
with your general health care?	3.74 (2909)	3.63 (8)	3.80 (873)	3.83 (6)	3.71 (2036)	3.00 (2)
with what you do during your free time?	3.75 (2941)	3.38 (8)	3.70 (876)	3.00 (6)	3.77 (2065)	4.50 (2)
How safe do you feel . . .						
in this facility?	4.34 (884)	3.67 (6)	4.34 (884)	3.67 (6)	-	-
in your home?	4.24 (2914)	4.00 (8)	4.09 (861)	3.67 (6)	4.30 (2053)	5.00 (2)
in your neighborhood?	4.01 (2920)	3.88 (8)	3.94 (861)	3.50 (6)	4.04 (2059)	5.00 (2)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.						

Some of the key findings were:

- The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services from the Division of Alcohol and Drug Abuse. For this agency the mean scores ranged from 2.75 to 4.00 (1=not satisfied...5=very satisfied).
- The consumers served by this agency's Residential Program were most satisfied with their general health care (mean of 3.83). They were least satisfied with how they spend their day (mean of 2.50).
- The consumers served by this agency's Non-Residential Program were most satisfied with where they live, opportunities/chances to make friends, and safety in their home and neighborhood (mean of 5.00). They were least satisfied with their general health care (mean of 3.00).

DMH Satisfaction Survey Results

Consumer Satisfaction - 2001

Alcohol and Drug Abuse Services

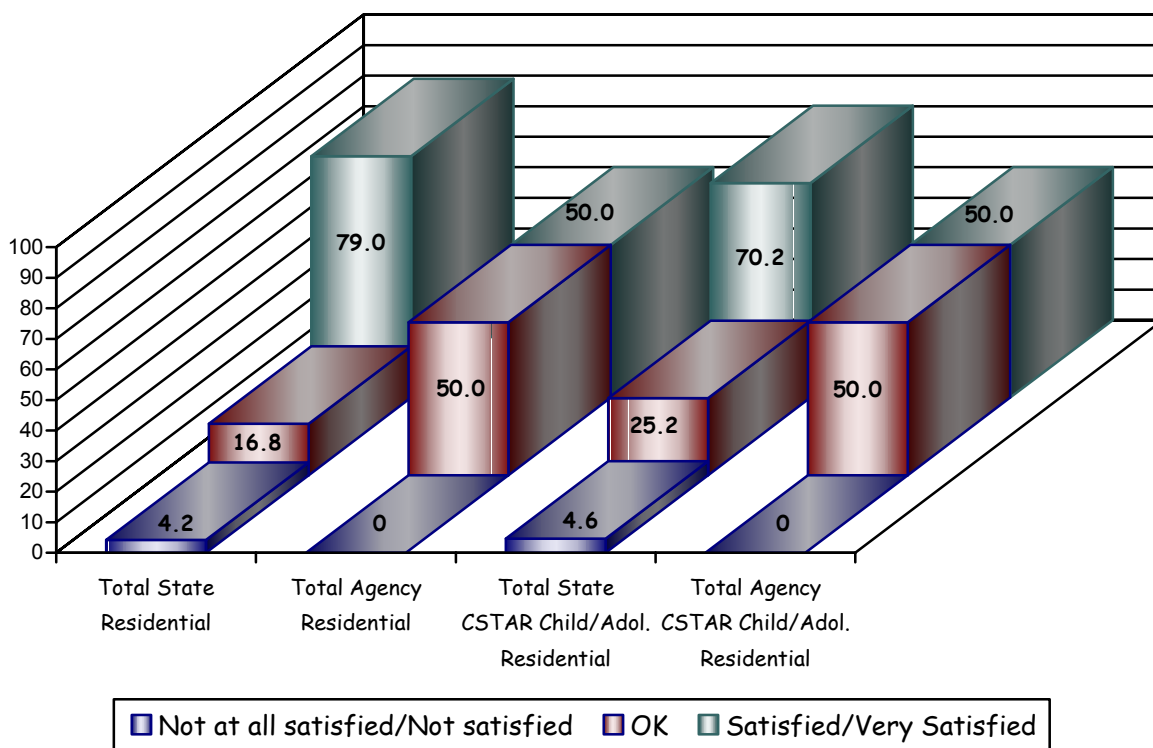
Agency: Pathways Community Behavioral Healthcare

Data: Total Rolla Residential

Demographics: Residential

		Total Served	Total Survey Returns		
		State Residential	Total State Consumers Residential	Total Agency Consumers Residential	Total Agency CSTAR Child Consumers
SEX	Male	66.6%	64.3%	20.0%	20.0%
	Female	33.4%	35.7%	80.0%	80.0%
RACE	White	71.8%	76.2%	100.0%	100.0%
	Black	26.1%	19.9%	0%	0%
	Hispanic	0.4%	0.6%	0%	0%
	Native American	0.8%	1.2%	0%	0%
	Pacific Islander	0.2%	0%	0%	0%
	*Other	1.0%	2.2%	0%	0%
MEAN AGE			30.98	14.80	14.80
	0-17	14.1%	15.2%	100.0%	100.0%
	18-49	81.3%	80.4%	0%	0%
	50+	4.7%	4.4%	0%	0%
*"Biracial" and "Oriental" are included in the "Other" category.					

Overall Satisfaction with Services: Residential



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Statewide, 79.0% of the consumers of ADA Residential services who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The percent of individuals who rated services as "satisfied" or "very satisfied" was lower than the state average (50.0% for this agency versus 79.0% for the state).
- This agency's CSTAR Child/Adolescent Residential program was rated lower (50.0% of the consumers reporting "satisfied" or "very satisfied") than the statewide rating (70.2%).

Satisfaction with Services: Residential

How satisfied are you . . .	Total Residential Consumers		CSTAR Child/Adol. Residential Consumers	
	State	Agency	State	Agency
with the staff who serve you?	4.21 (886)	3.50 (6)	3.91 (133)	3.50 (6)
with how much your staff know about how to get things done?	4.07 (890)	3.50 (6)	3.90 (132)	3.50 (6)
with how staff keep things about you and your life confidential?	4.31 (885)	3.33 (6)	4.14 (133)	3.33 (6)
that your treatment plan has what you want in it?	4.17 (870)	3.67 (6)	3.86 (133)	3.67 (6)
that your treatment plan is being followed by those who assist you?	4.19 (863)	3.83 (6)	3.90 (133)	3.83 (6)
that the agency staff respect your ethnic and cultural background?	4.33 (872)	3.67 (6)	4.20 (132)	3.67 (6)
with the services that you receive?	4.20 (883)	3.83 (6)	3.96 (131)	3.83 (6)
that the staff treats you with respect, courtesy, caring and kindness?	4.10 (887)	3.50 (6)	3.75 (133)	3.50 (6)
that the environment is clean and comfortable?	4.19 (885)	3.83 (6)	4.05 (132)	3.83 (6)
with opportunities for exercise and relaxation?	3.64 (883)	3.17 (6)	3.52 (131)	3.17 (6)
that the meals are good, nutritious and in sufficient amounts?	3.93 (877)	3.67 (6)	3.53 (133)	3.67 (6)
with the childcare provided by the agency?	3.91 (79)	- (0)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.				

Some of the key findings were:

- Statewide, the people served by the Division of Alcohol and Drug Abuse Residential Programs reported that they were satisfied with the services they received.
- The ratings of the Residential Program for this agency ranged from 3.17 to 3.83. The people were most satisfied with how the staff followed the treatment plan, the services received, the environment being clean and comfortable. They were least satisfied with their opportunities for exercise and relaxation.

Satisfaction with Quality of Life: Residential

	Total Residential Consumers		CSTAR Child/Adol. Residential Consumers	
	State	Agency	State	Agency
How satisfied are you . . .				
with how you spend your day?	3.65 (883)	2.50 (6)	3.28 (133)	2.50 (6)
with where you live?	3.76 (878)	3.17 (6)	3.59 (133)	3.17 (6)
with the amount of choices you have in your life?	3.75 (880)	3.00 (6)	3.37 (133)	3.00 (6)
with the opportunities/ chances you have to make friends?	3.96 (880)	3.50 (6)	3.77 (133)	3.50 (6)
with your general health care?	3.80 (873)	3.83 (6)	3.52 (128)	3.83 (6)
with what you do during your free time?	3.70 (876)	3.00 (6)	3.41 (133)	3.00 (6)
How safe do you feel . . .				
in this facility	4.34 (884)	3.67 (6)	4.06 (133)	3.67 (6)
in your home?	4.09 (861)	3.67 (6)	4.27 (131)	3.67 (6)
in your neighborhood?	3.94 (861)	3.50 (6)	4.03 (131)	3.50 (6)
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>				

Some of the key findings were:

- The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services from the Division of Alcohol and Drug Abuse Residential Programs.
- The consumers served by this agency's Residential Program were most satisfied with their general health care (mean of 3.83). They were least satisfied with how they spend their day (mean of 2.50).

DMH Satisfaction Survey Results

Consumer Satisfaction - 2001

Alcohol and Drug Abuse Services

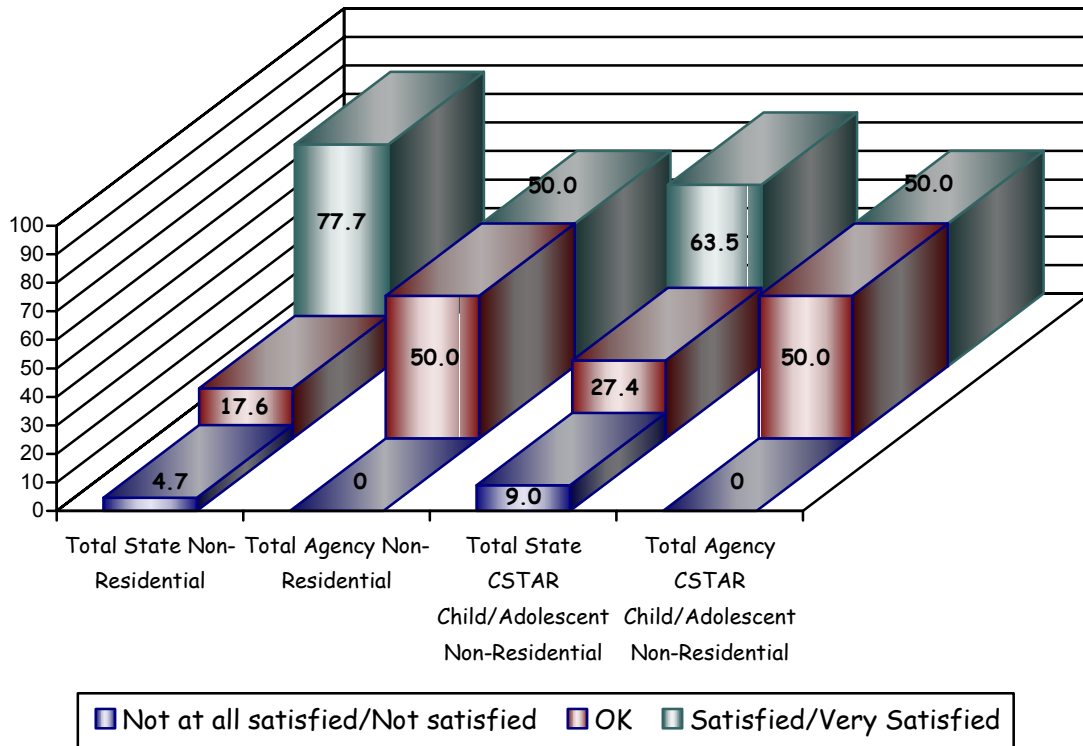
Agency: Pathways Community Behavioral Healthcare

Data: Total Rolla Non-Residential

Demographics: Non-Residential

		Total Served	Total Survey Returns		
		State Non-Residential	Total State Consumers Non-Residential	Total Agency Consumers Non-Residential	Total Agency CSTAR Child Non-Res. Consumers
SEX	Male	64.5%	56.3%	100.0%	100.0%
	Female	35.5%	43.7%	0%	0%
RACE	White	68.3%	63.0%	100.0%	100.0%
	Black	29.7%	31.5%	0%	0%
	Hispanic	0.6%	1.6%	0%	0%
	Native American	0.5%	1.5%	0%	0%
	Pacific Islander	0.1%	0.1%	0%	0%
	*Other	0.7%	2.3%	0%	0%
MEAN AGE			32.98	16.00	16.00
	0-17	10.0%	13.4%	100.0%	100.0%
	18-49	83.6%	79.1%	0%	0%
	50+	6.5%	7.5%	0%	0%
*"Biracial" and "Oriental" are included in the "Other" category.					

Overall Satisfaction with Services: Non-Residential



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Statewide, 77.7% of the consumers of ADA Non-Residential services who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The percent of individuals who rated services as "satisfied" or "very satisfied" was lower than the state average (50.0% for this agency versus 77.7% for the state).
- This agency's CSTAR Child/Adolescent Non-Residential program was rated lower (50.0% of the consumers reporting "satisfied" or "very satisfied") than the statewide rating (63.5%).

Satisfaction with Services: Non-Residential

How satisfied are you . . .	Total Non-Residential Consumers		CSTAR Child/Adol. Non-Residential Consumers	
	State	Agency	State	Agency
with the staff who serve you?	4.22 (2079)	4.00 (2)	3.92 (265)	4.00 (2)
with how much your staff know about how to get things done?	4.07 (2071)	4.00 (2)	3.74 (265)	4.00 (2)
with how staff keep things about you and your life confidential?	4.25 (2075)	4.00 (2)	4.09 (265)	4.00 (2)
that your treatment plan has what you want in it?	4.09 (2063)	3.50 (2)	3.78 (267)	3.50 (2)
that your treatment plan is being followed by those who assist you?	4.13 (2061)	4.00 (2)	3.76 (266)	4.00 (2)
that the agency staff respect your ethnic and cultural background?	4.29 (2035)	4.00 (2)	4.12 (265)	4.00 (2)
with the services that you receive?	4.19 (2072)	4.00 (2)	3.79 (266)	4.00 (2)
that services are provided in a timely manner?	4.03 (2079)	4.00 (2)	3.70 (265)	4.00 (2)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item				

Some of the key findings were:

- Statewide, the people served by the Division of Alcohol and Drug Abuse Non-Residential Programs reported that they were satisfied with the services they received.
- The ratings of the Non-Residential Program for this agency ranged from 3.50 to 4.00. The people were satisfied with all items (mean ratings of 4.00) other than the content of the treatment plan which scored a mean rating of 3.50.

Satisfaction with Quality of Life: Non-Residential

	Total Non-Residential Consumers		CSTAR Child/Adol. Non-Residential Consumers	
	State	Agency	State	Agency
How satisfied are you . . .				
with how you spend your day?	3.73 (2065)	3.50 (2)	3.41 (266)	3.50 (2)
with where you live?	3.73 (2050)	5.00 (2)	3.63 (265)	5.00* (2)
with the amount of choices you have in your life?	3.61 (2072)	4.50 (2)	3.14 (263)	4.50 (2)
with the opportunities/ chances you have to make friends?	3.80 (2063)	5.00 (2)	3.68 (264)	5.00* (2)
with your general health care?	3.71 (2036)	3.00 (2)	3.58 (238)	3.00 (2)
with what you do during your free time?	3.77 (2065)	4.50 (2)	3.69 (265)	4.50 (2)
How safe do you feel . . .				
in your home?	4.24 (2914)	5.00 (2)	4.40 (263)	5.00 (2)
in your neighborhood?	4.01 (2920)	5.00 (2)	4.23 (264)	5.00 (2)
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. *The mean score is one standard deviation above/below the state mean.</p>				

Some of the key findings were:

- The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services from the Division of Alcohol and Drug Abuse Non-Residential Programs.
- The consumers served by this agency's Non-Residential Program were most satisfied with where they live, opportunities/chances to make friends, and safety in their home and neighborhood (mean of 5.00). They were least satisfied with their general health care (mean of 3.00).